

Daniel Ciobanu
1325 H St
Sacramento CA 95814

Sep 5th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I choose Sonic over bloated, incumbent carriers because I actually get customer service. I do not get charged outrageous fees, my bill doesn't go up randomly, and most importantly, MY INTERNET CONNECTION DOES NOT RANDOMLY DROP OUT as it has done consistently with AT&T and Comcast. Each time I had connectivity issues with ATT/Comcast, the 'fix' was for me to pay a fee to have a technician show up within a 4-hour window during business hours, which implies having to take time off work to make sure someone's home.

I will not go back to ATT/Comcast even if it means living without internet at home. The unfettered fees and nickle & diming, consistent price gouging coupled with decreasing customer service reliability means that I would rather not have the service than deal with second or third rate treatment. If I am paying for a service, I expect a return on my investment, and that is just not the case any longer with the large telecoms.

If you purchased a car that only ran four out of five days, and each time it broke you had to pay fees, would you continue down that path if a cheaper, more reliable car were available?

My Sonic bill is 60% of what ATT used to charge and the quality of service is orders of magnitude better. Why would I go anywhere else? Despite their claims, local competition exists and is healthy.

Thank you,

Daniel Ciobanu